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**COLORADO**

**Governor's Office of  
Information Technology**

Serving people serving Colorado

# Electronic Filing Report

Governor's Office of Information Technology  
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# Table of Contents

Introduction	2
Definitions	2
Findings	2-5
Agency Summaries	6-10

## Introduction

This report is provided in accordance with House Bill 21-1100 as codified in C.R.S. 24-71.7-101, which requires the Governor’s Office of Information Technology (OIT) to submit a report to the members of the Joint Technology Committee regarding each state agency’s electronic filing capacity.

## Definitions

For purposes of this report, OIT defines the following terms.

**Agency** means a principal department of the state.

**Document/Form** means documents that individuals in the state of Colorado are required to submit or file with the state or city/county government.

**Partially Online** means that the agency has both an online and paper form that people can print; part of the process requires that some paperwork is done in person; and/or instances when a notary or other type of verification is required.

## Findings

As required in the bill, OIT partnered with agencies to gather the data necessary to complete this report. Agencies were requested to submit the following data:

- What document/form must be filed?
- How is the document/form filed?
- If the document/form is completed online, how is the document/form submitted?
- If the document/form is partially or not online at all, is this document/form a good candidate for 100% online?
- If not, what barriers or special considerations exist for the document/form to go online (e.g., funding, multiple sign offs/signatures, file size, notary, internet/broadband capacity and any others)"

The analysis provided by OIT reflects the data that was provided by agencies between July and September 2021.

**What proportion of documents required or allowed to be filed with the department can currently be filed electronically?**

Agency		# of Forms				Percent Completely Online	Percent Partially and Completely Online
		Not Online	Partially Online	Completely Online	Total Forms		
Department of Agriculture	CDA	53	42	20	115	17.39%	53.91%
Department of Corrections	DOC	5	9	2	16	12.50%	68.75%
Department of Education	CDE	0	2	4	6	66.67%	100.00%
Department of Health Care Policy & Financing	HCPF	0	0	4	4	100.00%	100.00%
Department of Higher Education	CDHE	2	7	14	23	60.87%	91.30%
Department of Human Services	CDHS	66	21	14	101	13.86%	34.65%
Department of Labor & Employment	CDLE	2	31	12	45	26.67%	95.56%
Department of Law	Law	0	4	3	7	42.86%	100.00%
Department of Local Affairs	DOLA	11	8	14	33	42.42%	66.67%
Department Of Natural Resources	DNR	7	6	142	155	91.61%	95.48%
Department of Military Veterans Affairs	DMVA	2	5	0	7	0.00%	71.43%
Department of Personnel & Administration	DPA	3	12	20	35	57.14%	91.43%
Department of Public Health & Environment	CDPHE	5	25	12	42	28.57%	88.10%
Department of Public Safety	CDPS	3	20	12	35	34.29%	91.43%
Department of Regulatory Agencies	DORA	1	27	30	58	51.72%	98.28%
Department of Revenue	DOR	60	2	40	102	39.22%	41.18%
Department of Transportation	CDOT	0	1	4	5	80.00%	100.00%

Department of Treasury	Treasury	1	8	4	13	30.77%	92.31%
Office of the Governor	GovSOOffice	0	0	0	0		
Office of the Governor- Energy Office	CEO	1	0	9	10	90.00%	90.00%
Office of the Governor- Office of Economic Development & International Trade	OEDIT	0	1	1	2	50.00%	100.00%
Office of the Governor- Office of Information Technology	OIT	0	0	2	2	100.00%	100.00%
Secretary of State	SOS	1	9	10	20	50.00%	95.00%
<b>Statewide Totals</b>		<b>170</b>	<b>198</b>	<b>353</b>	<b>721</b>	<b>48.96%</b>	<b>76.42%</b>

As shown in the table, on average, 49% of all forms can be filed completely electronically and 76% can be filed completely or partially online. This leaves almost 25% of documents or forms needing to be filed using a paper-based or manual process.

**What actions are required to have 80% of filed documents done electronically?**

OIT will continue to provide assistance and guidance to agencies in order to collect and understand the data around documents filed electronically. OIT believes that state agencies overall have made great strides in providing electronic options for constituents and that the state is making good progress towards increasing the percent of services, forms and documents that can be completed online. Additionally, OIT will continue to work with agencies to ensure this topic remains part of the strategic planning process involved with agency IT Roadmaps.

As HB21-1100 did not include funding, staff, or resources to complete this report or any actions that have been identified, to better assess the cost and level of effort to assist agencies in moving to more electronic filing, OIT would need to work with agencies to identify more information. The following is general information needed to gather an accurate estimated level of effort and cost for each service or document:

- 1) Information Gathering
  - a) Level of Complexity
    - i) Simple System - one path from the form data to a system (single-facing interface)
    - ii) Complex System - one path for multiple answers (for example: DocuSign, e-signatures, Colorado Benefits Management System (CBMS), Trails, Salesforce, MS Access DB, etc.)
  - b) Compliance with HIPAA, Personal Health Information (PHI), Personally Identifiable Information (PII), security standards and other legal requirements
  - c) How the data from the form will be stored (e.g, manually entry, direct into database or application)

- d) If there is an existing application or database for information or one needs to be built
  - e) The functionality that is needed within the form (e.g. the ability to upload supporting documents)
  - f) Whether signatures or notarization are needed
- 2) Creation of workflow and process
  - 3) Testing of workflow and process
  - 4) Implementation

Once OIT is able to further broaden and verify the data being collected it can determine what additional funding and resources (if any) are needed to meet and exceed legislative expectations for state agencies to have documents filed electronically.

### **Obstacles to OIT or Agency to Implement**

The obstacles agencies identified to implement electronic filing primarily fall into three categories: Accessibility, Funding and Policy.

- Accessibility
  - Constituents without email addresses
  - Lack of access to internet
  - More than 40 different languages that would need to be translated and available online
- Funding
  - Database build outs
  - Staff and technical resources
- Policy
  - Notarization and legal verification
  - Federal regulations and compliance with other states
  - State statutory requirements
  - Disparities in forms across counties
  - Requirement of a person to person interaction, notary etc.

# Agency Summaries

## Colorado Department of Agriculture

# of Forms			Total Forms	Percent Completely Online	Percent Partially and Completely Online
Not Online	Partially Online	Completely Online			
53	42	20	115	17.39%	53.91%

CDA reported that all their forms are good candidates for online forms. The obstacles to getting the form online were mainly due to funding or physical limitations of the current system.

## Colorado Department of Corrections

# of Forms			Total Forms	Percent Completely Online	Percent Partially and Completely Online
Not Online	Partially Online	Completely Online			
5	9	2	16	12.50%	68.75%

DOC reported that the forms not available online or are partially online would not be good candidates for online forms. The obstacles to getting the form online include lack of internet access, equipment in the correctional facilities and lack of control of federal agencies' processes.

## Colorado Department of Education

# of Forms			Total Forms	Percent Completely Online	Percent Partially and Completely Online
Not Online	Partially Online	Completely Online			
0	2	4	6	66.67%	100.00%

CDE did not report on the details of their forms. OIT identified the six forms through review of their public website and identified that most of their forms are already online.

## Department of Public Health & Environment

# of Forms			Total Forms	Percent Completely Online	Percent Partially and Completely Online
Not Online	Partially Online	Completely Online			
5	25	12	42	28.57%	88.10%

CDPHE reported that of the forms not available online or are partially online, the majority of forms would be good candidates for online forms. The obstacles to getting the remaining forms online include:

- Federal regulations

Funding and resources to set up systems

### Colorado Department of Higher Education

# of Forms			Total Forms	Percent Completely Online	Percent Partially and Completely Online
Not Online	Partially Online	Completely Online			
2	7	14	23	60.87%	91.30%

CDHE reported that of the forms not available online or are partially online, the majority would be good candidates for online forms. Some forms would not be good candidates due to a required in-person interview and review of data. The obstacle identified by CHDE is strictly ensuring that people and legislators know to use the online forms.

### Colorado Department of Human Services

# of Forms			Total Forms	Percent Completely Online	Percent Partially and Completely Online
Not Online	Partially Online	Completely Online			
66	21	14	101	13.86%	34.65%

DHS reported that of the forms not available online or are partially online, about half would be good candidates for online forms. The obstacles to getting the form online include:

- Clients without email addresses
- Over 40 different languages that would need to be translated and available online
- Lack of access to internet
- Disparities in forms across counties
- Requirement of a person-to-person interaction
- Additional data was provided by CDHS after the data collection timeline for this report and are not reflected in the chart above
  - 476 total forms have since been identified

### Colorado Department of Labor & Employment

# of Forms			Total Forms	Percent Completely Online	Percent Partially and Completely Online
Not Online	Partially Online	Completely Online			
2	31	12	45	26.67%	95.56%

CDLE reported that of the forms not available online or are partially online, about half would be good candidates for online forms and they are in the process of modernizing to online forms. The obstacles to getting the remaining forms online include:

- Clients without email addresses
- Lack of access to internet
- Record retention policies

### Colorado Department of Law

# of Forms			Total Forms	Percent Completely Online	Percent Partially and Completely Online
Not Online	Partially Online	Completely Online			
0	4	3	7	42.86%	100.00%

The Department of Law reported that of the forms that are partially online, there are functional system barriers or legal obstacles to preventing the use of electronic forms.

#### Colorado Department of Local Affairs

# of Forms			Total Forms	Percent Completely Online	Percent Partially and Completely Online
Not Online	Partially Online	Completely Online			
11	8	14	33	42.42%	66.67%

DOLA reported that of the forms not available online or are partially online, the majority would be good candidates for online forms. The obstacles to getting the remaining forms online include:

- Lack of staff and funding
- Lack of access to internet in rural areas of state
- Interaction with county offices

#### Colorado Department of Military and Veterans Affairs

# of Forms			Total Forms	Percent Completely Online	Percent Partially and Completely Online
Not Online	Partially Online	Completely Online			
2	5	0	7	0.00%	71.43%

DMVA reported that of the forms not available online or are partially online, they would not be good candidates for online forms. The obstacles to getting the remaining forms online include:

- Requirements for Veteran's to meet face-to-face with the agency

#### Department of Natural Resources

# of Forms			Total Forms	Percent Completely Online	Percent Partially and Completely Online
Not Online	Partially Online	Completely Online			
7	6	142	155	91.61%	95.48%

DNR reported that of the forms not available online or are partially online, the majority of forms would be good candidates for online forms. The obstacles to getting the remaining forms that are good candidates online include:

- Funding and resources for online solution
- Notarization and legal verification

#### Colorado Department of Personnel & Administration

# of Forms			Total Forms	Percent Completely Online	Percent Partially and Completely Online
Not Online	Partially Online	Completely Online			
3	12	20	35	57.14%	91.43%



DPA reported that of the forms not available online or are partially online, they would be good candidates for online forms. The obstacles to getting the remaining forms online include:

- Technical needs and support

#### Department of Public Safety

# of Forms			Total Forms	Percent Completely Online	Percent Partially and Completely Online
Not Online	Partially Online	Completely Online			
3	20	12	35	34.29%	91.43%

CDPS reported that of the forms not available online or are partially online, the majority of forms would be good candidates for online forms. The obstacles to getting the remaining forms online include:

- Funding and resources to set up systems
- Federal regulations and compliance with other states
- State statutory requirements

#### Department of Regulatory Agencies

# of Forms			Total Forms	Percent Completely Online	Percent Partially and Completely Online
Not Online	Partially Online	Completely Online			
1	27	30	58	51.72%	98.28%

DORA reported that of the forms not available online or are partially online, the majority of forms would not be good candidates for online forms. The obstacles to getting the remaining forms online include:

- Statutory requirements and court rules for service of legal process require paper filing
- Physical inspections must be completed
- Potentially large file sizes

#### Department of Revenue

# of Forms			Total Forms	Percent Completely Online	Percent Partially and Completely Online
Not Online	Partially Online	Completely Online			
60	2	40	102	39.22%	41.18%

DOR reported that of the forms not available online or are partially online, the majority of forms would be good candidates for online forms. The agency reported that they have a goal to get these online by fiscal year 2023 if the obstacles of funding and resources can be addressed. The obstacles to getting the remaining forms online include:

- Funding and resources for online solution

### Secretary of State Office

# of Forms			Total Forms	Percent Completely Online	Percent Partially and Completely Online
Not Online	Partially Online	Completely Online			
1	9	10	20	50.00%	95.00%

The Secretary of State Office reported that of the forms not available online or are partially online, the majority would be good candidates for online forms. The obstacles to getting the remaining forms that are good candidates online include:

- Notarization and legal verification

statutory requirements for petitions and acceptance forms

### Department of Transportation

# of Forms			Total Forms	Percent Completely Online	Percent Partially and Completely Online
Not Online	Partially Online	Completely Online			
0	1	4	5	80.00%	100.00%

CDOT reported that 100% of their forms are done electronically already.

### Department of Treasury

# of Forms			Total Forms	Percent Completely Online	Percent Partially and Completely Online
Not Online	Partially Online	Completely Online			
1	8	4	13	30.77%	92.31%

The Dept. of Treasury reported that of the forms not available online or are partially online, the majority of forms would not be good candidates for online forms. The obstacles to getting the remaining forms that are good candidate online include:

- Funding and resources for online solution

### Office of the Governor

	# of Forms			Total Forms	Percent Completely Online	Percent Partially and Completely Online
	Not Online	Partially Online	Completely Online			
Office of the Governor	0	0	0	0		
Energy Office	1	0	9	10	90.00%	90.00%
Office of Economic Development and International Trade	0	1	1	2	50.00%	100.00%
Office of Information Technology	0	0	2	2	100.00%	100.00%

The Office of the Governor and the subsequent offices within the Office all reported that more than 80% of their forms have electronic filing options.